



# T.C. BODRUM CHAMBER OF COMMERCE MEMBERS' MANUAL



AUGUST-2016

Rev.1

## LIST OF CONTENTS

1. INTRODUCTION
2. BODTO HISTORY
3. VISION-MISSION-QUALITY POLICIES
4. BODTO STRATEGIC PLAN AND OBJECTIVES
5. ESTABLISHMENT AIM OF CHAMBERS
6. BODTO COUNCIL
7. BODTO BOARD OF DIRECTORS
8. BODTO PROFESSIONAL COMMITTEES
9. DUTIES OF CHAMBERS
10. ADVANTAGES OF MEMBERSHIP
11. CONSIDERATIONS FOR MEMBERS
12. RESPONSIBILITIES OF MEMBERS
13. UNITS AND SERVICES
  - 13.1 GENERAL SECRETARIAT
  - 13.2 CHAMBER REGISTRY DEPARTMENT
  - 13.3 TRADE REGISTRY DIRECTORATE
  - 13.4 PUBLIC RELATIONS AND COMMUNICATIONS UNIT
  - 13.5 FOREIGN TRADE RESEARCH AND PROJECT UNIT
  - 13.6 FINANCIAL AND ADMINISTRATIVE AFFAIRS UNIT



Dear member,

Many of our members are questioning the function of TOBB and Chambers. I would like to explain the institutional structure and management of our Chambers, which have a significant place in the unification and integration of the private sector in Turkey.

As a professional upper body having public legal entity that is regulated in Article 135 of the Constitution, the Union of Chambers and Commodity Exchanges of Turkey (TOBB) which is the only legal representative of the Turkish private sector at the highest level, having undertaken many administrative, representation and consultation functions.

The TOBB Establishment Law No. 5590 is implemented as TOBB Law No. 5174 dated May 18, 2004. All of the 365 chambers / commodity exchanges under TOBB were established and operate under this law. TOBB, which has over 1 million 400 registered members in all sectors throughout the country, provides 18 public services within the scope of the law in our country and is also the executive of many national and international functions. At the same time, TOBB is the chairman of many groups and studies related to the private sector and economy in our country, and also represents our country on international platforms.

In this context, I hope this handbook, which has been prepared in order to provide information about our Chamber and services for you will be useful to you.

With my best regards,

İLHAN ERSAN  
PRESIDENT OF ASSEMBLY



Dear Member,

Founded on 27/05/1977, Our Chamber that has been working on important projects for the Bodrum Peninsula and has been working to protect and improve the interests of its members on every platform has been taken to this day by 7 administrations to date.

There is no doubt that all sectors from the lowest to the highest level within the Chamber greatly contributed to the achievements of the Chamber realized both in the Region and Countrywide that are expalined in this book.

I would like to thank to all my colleagues in the 8th Management, Assembly and Committees, which will start in May 2013 and last for 4 years, and think that this publication is a good communication channel for sharing the foundation and sustainability of our works.

Our success will continue increasingly by fulfilling all the requirements of quality and accreditation, especially when you are together with our Secretary General and our staff.

We must not forget that when we work together we will succeed. I hope this and other similar publications through which you will have all the information about BDTO from the past to the future will shed light on other studies.

With my deepest respect,

MAHMUT S.KOCADON  
PRESIDENT OF BOARD OF DIRECTORS



Dear Members,

The BODTO development strategies, which have been carried out with great sacrifices since 2005, will continue to be strengthened by the new team in 2016, but with the same sacrifice and labor. What points does BODTO's 2014-2017 Strategic Plan cover, which is updated at the end of each year, this year?

This plan is focused on the continuous quality service and sustainability philosophy in the direction of the quality policy of our chamber. Accordingly, you will find the studies planned for the near future in order to reach the targets we have set.

Strategic Objectives have been prepared based on the strengths of our Chamber, and these have been defined as strategies to deal with threats and reinforce the weaknesses. Within these development areas, 22 Strategic Goals have been identified, all of 118 projects / activities under 30 headings have been classified under 10 Strategic Aims. The headings of these purposes are given below.

1. Development of BODTO and its Members Institutional Capacity

1.1 Strategic Objective: Developing Corporate Culture of BODTO Employees

1.2 Strategic Objective: Evaluating Efficiency According to Performance by Improving Service Quality

1.3 Strategic Objective: Organizing training activities for the member to improve institutionalization, and providing training and consultancy services for R & D, Innovation, Quality, Foreign Trade and Similar Issues for the development of members

2. Enhancing and Improving Member Services by Improving the Capacity to Work with Stakeholders

2.1 Strategic Objective: Contributing to the extension of the promotion on the international platforms by diversification of local products, branding or geographical signature; working together with stakeholders in this subject

2.2 Strategic Objective: Creating Bodrum Branded Businesses by Supporting Export Capacity of Members and introducing them in the National / International Dimension

2.3 Strategic Objective: Providing the Development of Street Activities such as Painting, Sculpture, Pantomime, and Theater in the Center of Bodrum within the scope of Art Tourism by Cooperating with stakeholders on tourism for 12 months.

3. Development of Duties and Social Responsibility Activities Undertaken for Regional Development

3.1 Strategic Objective: Leading the studies on the protection of archaeological sites, wetlands-palm-yielded areas, natural coasts and ports for Nature and History Tourism by increasing the number of projects such as "Leleg Road Project".

3.2 Strategic Objective: Enabling the rise of new entrepreneurs, enabling the entrepreneurs to develop new businesses, enabling the opening of new and strong establishments by supporting new local investments.

3.3 Strategic Objective: With the understanding of Social Responsibility, supporting the activities such as "Disability Tourism", "3rd Age Tourism" and "Ecological Living Areas"

3.4 Strategic Objective: To make an effort for the establishment of "Congress Center", which is needed province-wide, as a multi-purpose integrated facility in Bodrum

Dear members, Our Strategic Plan will be updated for 2017-2020, and you will be able to reach this plan by asking our staff when it is published. In addition, you can express your opinion by participating our workshops to be organized, surveys and trainings and contribute to the construction of the BODRUM CHAMBER OF COMMERCE OF THE FUTURE.

We hope to serve you better in 2017 in our new building. With my respect,

PROF.DR.FUAT ÖNDER  
GENERAL SECRETARY

## **2. HISTORY OF BODTO**

T.C. Bodrum Chamber of Commerce was established on 27.05.1977. The Bodrum Chamber of Commerce, which served 25-30 members with one personnel in its first establishment, today serves 6,025 members in its 39th year.

In the year of foundation, the trade registry procedures were carried out in Milas; in 1980, based on the approval from the Ministry of Justice and the necessity of the law, the Trade Registry Office was incorporated into our Chamber.

The Bodrum Chamber of Commerce, which bought 600 m2 of immovable property from the treasury in Yokusbasi District in 1996 and started the foundation of the new service building, started to serve from its own building in August 1998. In 2016, BODTO Administration aimed to serve its members in a larger and organizational structure and started to build BODTO New Service Building on the land in Konacık District with the "Bodrum Chamber of Commerce of the Future" slogan.

Having five different Chairmans of the Board of Directors in 40 years, the Bodrum Chamber of Commerce has made many firsts with its recent works.

As a result of its efforts, T.C. Bodrum Chamber of Commerce was awarded ISO 9001: 2000 Quality Certificate in 2006 and the "accredited chamber of Turkish Loydu Foundation" title in May 2007. In 2013, as an accredited chamber at "A" category, it was placed among the first 25 chambers in 365 chambers / stock exchanges in Turkey. After the appointment of an academic as the General Secretary in 2014, BODTO had the Integrated Management System Documentation in 2016. Thus, the concept of "the Bodrum Chamber of Commerce of the Future" will continue to be maintained, in which the concept of governance is put into practice together with employees and external stakeholders, and the Strategic Plan and Strategic Management style becomes effective.

### **3. VISION-MISSION-QUALITY POLICIES**

#### **MISSION**

The Bodrum Chamber of Commerce, which was established in accordance with the TOBB Chambers and Commodity Exchange Law numbered 5174 presents the duties given in article 12 of this law to its members who are mainly incorporated merchants and merchants. Because, the institutionalization of its members is not sufficient although the majority of the members are incorporated, BODTO offers training and similar services in order to provide their institutional development, to improve their business development and competitiveness capacity, to strengthen their professional activities, to develop foreign relations in export, tourism and promotion activities.

The mission of our Chamber aiming at achieving 100% member satisfaction within the framework of relevant laws and regulations, creating added value, improving constantly without sacrificing the principles of quality and creating a unique BODRUM is summarized below:

- To provide the members with the documents they need during their activities,
- As a chamber that provides training and consultancy services for its member in order to raise conscious tourism professionals, producers, manufacturers and merchants, to meet the needs of its members in areas such as training, project, R & D, innovation.
- To provide quality services to its members, customers and stakeholders,
- To produce projects that will create added value in all sectors,
- To provide consultancy services for its members on legal and financial issues,
- To be able to promote its members and Bodrum at national and international platforms,
- To conduct the relationship between the members and the state objectively based on the rule of law, and
- To achieve world standards in all areas as an accredited Chamber.

#### **VISION**

As a chamber that prevents commercial disputes or take part in the settlement of the disputes without compromising the professional principles, and in an impartial and honest manner, BODTO carries out its services in social responsibility consciousness in order to become a leader in the region.

BODTO aims to be a pioneer "Professional Organization" in Turkey and around the world by protecting its natural, cultural and historical richness in its own region, contributing to the achievement of contemporary and unique structure by providing economic growth with the participative governance understanding with its members.

Our Organization that wants to become national and international brand in the future for Bodrum which is an international brand aims to be a professional organization leading and guiding these efforts in line with the above-mentioned goals. In line with this, the Chamber;

- Should lead Bodrum to become a tourism, trade, education and cultural center.
- Should be a room that educates its members in this way by organizing scientific meetings and panels leading to promotion and marketing based on tourism.
- Should closely monitor global developments in business life and communicate them to its members.
- Should be a chamber that implements the concept of governance together with its members.
- Should be a chamber organizing activities to increase the participation of its members.
- Should be a chamber that produces projects with its internal and external stakeholders.

- Should be a Chamber that cooperates more actively with the Vocational Committees and its members.
- Should be entrepreneurs institutionally with its members, and it should be a chamber that encourages and supports new entrepreneurs.
- Should be a leading chamber creating added value by becoming a unique institution for our personnel, our members and all segments of our society.
- Should maintain its characteristics by expanding them with the concept of quality as a transparent, participatory, reliable and effective regional professional chamber that makes a difference for all segments of our society.
- Should be an international chamber complying with EU norms as an "A" category Chamber that has completed its accreditation.

#### **BASIC VALUES OF THE BODRUM CHAMBER OF COMMERCE:**

- By observing the public interest, it provides equal, impartial and legal services to protect the interests of the members and the community.
- It works in accordance with the requirements of ISO 9001: 2008 Quality Management System Standard and accreditation principles.
- While delivering services, it implements communications, interaction and governance-based practices, and gives particular importance to teamwork and cooperation that is open to change.
- In our Chamber, we have a corporate approach that has self-respect, respect for the members, respect for the employees and respect for its environment and feels responsibility against all of them.
- It fulfills its duties through transparent and accountable work discipline.
- Employees of the Chamber are committed to their duties with a willing, self-sacrificing, productive and responsible approach, based on the benefit of the members.
- It maintains member interests by observing the public interest.
- It gives confidence and shows social responsibility.
- It is innovative as a continuously learning organization.
- It provides service without discrimination.
- It ensures that all personnel work in unity and togetherness.

<http://www.bodto.org.tr/content.php?id=00083&lang=tr>

#### **BODTO QUALITY POLICIES**

Bodrum Chamber of Commerce is carrying out quality and accreditation studies and strategic plan within the scope of 12 policies determined for its activities. These policies are designed to manage the Chamber of Commerce of Bodrum of the Future and ensure institutionalization. BODTO Quality Policies can be summarized as follows;

- BODTO Management Policy
- BODTO Financial Policy
- BODTO Human Resources and Corporate Reputation Policy
- BODTO Business Management Policy
- BODTO Press, Public Relations and Communication Policy
- BODTO Information Management and Information Processing Policy
- BODTO Member / Customer Relations Policy
- BODTO Quality and Environment Policy
- BODTO Environment, Occupational Health and Safety Policy
- BODTO National and International Promotion, Representation and Trade Policy
- BODTO Information support and consulting policy
- BODTO Business Development and Education Policy

<http://www.bodto.org.tr/content.php?id=00296&lang=tr>

#### **4. BODTO STRATEGIC PLAN AND ITS OBJECTIVES**

The Bodrum Chamber of Commerce's 2014-2017 Strategic Plan was prepared on the basis of participation of all stakeholders. This plan is a document that lists the studies related to the near future in order to reach the targets that we determined in accordance with the philosophy of constant quality service and sustainability in accordance with the quality policy of our Chamber. As a result of the Situation Analysis (Internal and External Environmental Analysis), Stakeholder Workshop and all other documentary investigations and findings, the three most important components of BODTO were identified as follows:

1. Having a strong financial structure and having effective relations in the region, our Chamber has strong management and competent staff that have strong implementation capacity,
2. Our Chamber has a structure that can develop member relations, use its resources effectively by planning, and thus lead regional development, and
3. Our Chamber has the consciousness through which it can develop its services by internalizing the concept of corporate governance and moving forward its institutionalization.

Strategic Objectives have been prepared on the basis of these strengths and the strategies to strengthen the weaknesses and cope with threats have been determined. Based on these points, the main development aspects can be grouped as follows that cover BODTO Strategic Objectives which are given in 10 chapters in the Strategic Plan according to the results of the workshop:

#### **BODTO'S DEVELOPMENT DIRECTIONS**

1. DEVELOPING BODTO'S AND MEMBERS CORPORATE CAPACITY
2. INCREASING AND DEVELOPING MEMBER SERVICES BY DEVELOPING CAPACITY OF WORKING WITH THE STAKEHOLDERS
3. DEVELOPING THE DUTIES AND SOCIAL RESPONSIBILITY ACTIVITIES UNDERTAKEN FOR REGIONAL DEVELOPMENT

#### **5. THE PURPOSE OF THE ESTABLISHMENT OF THE CHAMBERS**

Chambers are professional organizations with public legal personality established in order to meet the common needs of its members, facilitate the professional activities of its members, ensure that the profession develops in accordance with its general interests, maintain professional discipline, morality and solidarity in order to ensure the integrity and trust in the relations of members with each other and with the people, provide the services mentioned in the law and fulfill the duties assigned to the Chambers by the legislation.

## 6. THE ASSEMBLY OF THE CHAMBER OF BODRUM

The assembly of chamber consists of members to be elected for four years in the occupational group. The number of members to be elected has been determined according to the number of members of the professional committee. According to this; two members of assembly are elected in occupational groups the professional committee of which consist of five persons; three members of assembly are elected in occupational groups the professional committee of which consist of seven persons; four members of assembly are elected in occupational groups the professional committee of which consist of nine persons; five members of assembly are elected in occupational groups the professional committee of which consist of eleven persons. In addition, the same number of substitute members are elected.

The assembly elects one president and one or two vice presidents for four years among its members.

Real persons and real person representatives of legal entities elected to assembly membership, can take part in only one of the following organizations: the assemblies of the Chambers and stock exchanges established in the same field of activity, and the chambers established in accordance with the Law No. 507 dated 17.7.1964.



**İLHAN ERSAN**  
**President of Assembly**



**FUAT YILDIRIM**  
**Vice President of Assembly**



**FATİH EFE**  
**Vice President of Assembly**



**MURAT PAHNA**  
**Member of Assembly (Secretary Member)**



**MAHMUT SERDAR KOCADON**  
**Member of Assembly**



**İBRAHİM AKKAYA**  
**Member of Assembly**



**MEHMET AYAZ**  
**Member of Assembly**



**ALPER ÖZŞEKER**  
**Member of Assembly (Treasurer Member)**



**MUSTAFA GÜNERİ**  
**Member of Assembly**



ORHAN DİNÇ  
**Member of Assembly**



ERDEM AĞAN  
**Member of Assembly**



DENİZ EYİNÇ  
**Member of Assembly**



AHMET ATILLA SERTTAŞ  
**Member of Assembly**



AHMET SİNOP  
**Member of Assembly**



TOROS DEMİRDÖVEN  
**Member of Assembly**



İZZET GÖKSEL ESEN  
**Member of Assembly**



AHMET KARATAŞ  
**Member of Assembly**



FATMA NUR TUNCER  
**Committee Member**



SAAETTİN BURÇ SAĞLAM  
**Member of Assembly**



MAHMUT ÖZGÜR YAĞCI  
**Member of Assembly**



Zeyyat AYBEY  
**Member of Assembly**



AHMET ZEKİ ÖZKESKİN  
**Member of Assembly**



ŞENEL TUNCER  
**Member of Assembly**



CAFER DOĞAN  
**Member of Assembly**



OĞUZ POYRAZ  
**Member of Assembly**



HAKAN KOCAİR  
**Member of Assembly**



MEHMET KIZILAGAÇ  
**Member of Assembly**



MEHMET UFUK GÜRÜL  
**Member of Assembly**



Hatice TÜRKEL  
**Member of Assembly**



SEFA KARACA  
**Member of Assembly**

## 7. BODTO BOARD OF DIRECTORS

The Board of Directors of the Chamber is elected for four years. The number of members of the board of directors to be elected has been determined according to the number of members of the assembly of the relevant chamber. According to this; the board of directors consists of five members in the chambers the number of the member of assembly of which is less than twenty; seven members in the chambers the number of the member of assembly of which is between twenty and twenty-nine; nine members in the chambers the number of the member of assembly of which is between thirty and thirty-nine; nine members in the chambers the number of the member of assembly of which is equal to or higher than forty.

The Assembly elects the chairman of the board of directors, the principal and substitute members of the board of directors as a single list among its members. The board of directors elects one or two vice presidents and a treasurer for four years among its members.



**MAHMUT SERDAR KOCADON**  
**Chairman of the Board**



**İBRAHİM AKKAYA**  
**Vice President of the Board**



**MEHMET AYAZ**  
**Vice President of the Board**



**ALPER ÖZŞEKER**  
**Member of the Board**



**MUSTAFA GÜNERİ**  
**Member of the Board**



**ORHAN DİNC**  
**Member of the Board**



**ERDEM AĞAN**  
**Member of the Board**



**DENİZ EYİÇ**  
**Member of the Board**



**AHMET ATILLA SERTTAŞ**  
**Member of the Board**

## **8. BODTO PROFESSIONAL COMMITTEES**

Professional committees of the Chambers consist of five or seven members, and five, seven, nine or eleven members in the chambers the number of members of which is higher than ten thousand who will be elected for four years by the occupational groups. The same number of substitute members are elected.

The committee elects a president and a vice president for four years among its members.

Real persons and real person representatives of legal entities elected as members of professional committees, can take part in only one of the following organizations: the professional committees of the Chambers and stock exchanges established in the same field of activity, and the chambers established in accordance with the Law No. 507 dated 17.7.1964. The principles to be followed in the grouping of professions, the determination of the number of members of professional committees and other matters shall be regulated by a regulation to be prepared by the Union.

Duties of chamber professional committees;

- To conduct research related to their profession and propose to the board of directors to discuss the useful and necessary precautions.

- To decide the participation of the president, vice-president or the member deemed eligible in the meetings of the assembly on the subjects related to the field of professional committee without having right to vote.
- To make research and respond to requests if information is requested by the assembly or the board of directors about the issues related to their profession.

<b>PROFESSIONAL COMMITTEE NO:1</b> (Food, agriculture, stockbreeding, floriculture)	YUSUF FAYSAL ŞEFKATLİOĞLU
	YAŞAR SEVGİ ACTOR
	MURAT PAHNA
	AHMET ZEKİ ÖZKESKİN
	ZEYYAT AYBEY
	CEM ŞENOĞLU
	ALİ SARI

<b>PROFESSIONAL COMMITTEE NO:2</b> (Construction and affiliated productions)	BARBAROS KAPLAN
	EROL AKTI
	İBRAHİM AKKAYA
	CAFER DOĞAN
	HÜSEYİN BAŞYAZICIOĞLU
	İLHAN ERSAN
HAKKI BAŞINHAN	

<b>PROFESSIONAL COMMITTEE NO:3</b> (Durable consumer goods, furniture- stationery and printer-printing)	SEFER IŞIK
	ŞAKİR AÇIKEL
	OĞUZ POYRAZ
	ERDOĞAN ALKAN
	HAKAN KOCAİR
	MEHMET KIZILAĞAÇ
GÖKHAN SERPİN	

<b>PROFESSIONAL COMMITTEE NO:4</b> (Travel agents, transport and automotive)	ŞENEL TUNCER
	ARİF CEYLAN SATI
	HÜSNÜ ALTAÇ
	HATİCE TÜRKEL
	SEFA KARACA
	HASAN AKIN
ADNAN ÖZTAŞKIN	

<b>PROFESSIONAL COMMITTEE NO:5</b> (accommodation)	AHMET MERT GÜNGÖR
	DURSUN YİĞİT
	MAHMUT SERDAR KOCADON
	MEHMET AYZ
	TOROS DEMİRDÖVEN
	ERAY YAŞYERLİ
ALİ ŞİR ŞAHİN	

<b>PROFESSIONAL COMMITTEE NO:6</b> (Food-beverage, restaurant, cafe, bar, entertainment centers)	ALTAN ATILLA
	AYŞE DİDEM PEKDEMİR
	FUAT YILDIRIM
	AHMET ATILLA SERTTAŞ
	DENİZ EYİNÇ
	BÜLENT BELEN
	AĞIT ALİ TURAN
<b>PROFESSIONAL COMMITTEE NO:7</b> (Textiles and products for personal use and retail)	HÜLYA AŞKIN
	SAADETİN BURÇ SAĞLAM
	AHMET KARATAŞ
	FATMA NUR TUNCER
	HÜLYA URAN
	HALİL TUTAR
	ÜNZİLE BAKKALLAR
<b>PROFESSIONAL COMMITTEE NO:8</b> (Financial firms, jewelers, insurance agencies, banks)	EYÜP GÖZÜTOK
	MEHTAP AKPINAR
	ALPER ÖZŞEKER
	AHMET SİNOP
	MEHMET UFUK GÜRÜL
	HÜSEYİN VAROL
<b>PROFESSIONAL COMMITTEE NO:9</b> (Yacht manufacturing, water and sea sports, marinas)	ADNAN CANER
	MUSTAFA GÜNERİ
	HÜSEYİN ÖZSU
	AHMET BİROL
	ERDEM AĞAN
	ORHAN DİNÇ
	MAHİR TOP
<b>PROFESSIONAL COMMITTEE NO:10</b> (All services sector such as architecture-engineering, hospital, policlinics)	İZZET GÖKSEL ESEN
	HİKMET ASLANPARÇASI
	FATİH EFE
	MAHMUT ÖZGÜR YAĞCI
	KAMİL KAN
	AHMET ÖZDEMİR
	ŞENOL ALTUNTAŞ

## 9. DUTIES OF CHAMBERS

According to The Union of Chambers and Commodity Exchanges of Turkey Law, the duties of the Chambers are as follows:

- To maintain and improve professional morality, discipline and solidarity, work for the development of trade and industry in accordance with the public interest,
- To compile information and news related to trade and industry and forward this information to the related parties, provide information requested by the authorities in the framework of relevant laws, and especially, provide all kinds

of information that members may need in their profession when requested or facilitate their acquisition, take initiatives that will lead its members on electronic commerce and Internet networks, establish and operate the necessary infrastructure in these matters,

- To do all kinds of examinations related to trade, keep the indices and statistics of the economic, commercial and industrial activities in their regions, monitor and record the market prices of the major items and to publish them through appropriate means,
- To propose, make wishes and appeal to official authorities in matters related to professional activities; to prosecute on its behalf or on behalf of its members based on the decision of the Assembly in the event that this action will be in the interest of all member or a group of members,
- To identify commercial and industrial customs and precedent within its region, submit it to the approval of the Ministry and announce it.
- To take compulsory professional decisions to be followed by members.
- To participate in domestic and international fairs and exhibitions.
- If necessary, to determine and approve the maximum price tariffs for goods and services for its members in accordance with the regulation to be issued by the Ministry.
- To provide the documents required by the members and provide necessary services for them.
- To evaluate the applications to be made about domestic fairs and submit proposals to the Union.
- To investigate consumer complaints about members and carry out other activities in line with the organization's objectives.
- To organize capacity reports for industrialists members of the chamber.
- To open courses related to trade, maritime and industry in the permission and under the supervision of the Ministry of National Education, help the courses opened, train students and keep trainees for the fields needed in and outside the country, carry out activities to improve and guide vocational and technical education and learning.
- To be a referee in commercial and industrial disputes on request, to form arbitration boards.
- To establish and manage industrial sites, industrial zones, organized industrial zones, technology development zones, techno parks, technology centers in areas considered suitable by the competent ministry; in the framework of the Free Zone Act No. 3218, to be a free zone founder and operator, operate bonded warehouses and establish and operate trade fair centers, congress centers and trade centers, or participate in those established.

## **10. ADVANTAGES OF MEMBERSHIP**

- Apart from being a legal obligation, membership of the Bodrum Chamber of Commerce has many advantages.
- Carrying out investigations and research in accordance with the wishes, expectations and problems of our members in the professional field, taking initiatives in necessary institutions and following up the results,

- Benefiting from vocational and technical information and consultancy services in domestic and foreign trade issues,
- Benefiting from the publications of our Chamber,
- Being informed promptly about the changes in legislative and the announcements related to the commercial life,
- Procedures for the issuance, control and approval of exporter's certificates of origin and circulation documents,
- Approving the copies of all invoices, documents, etc. related to import and export,
- Appointing experts and expert witnesses when required by foreign trade transactions and preparing the reports,
- Benefiting from the necessary initiatives and mediation services to solve the disputes with foreign parties,
- Preparation, approval and sending to the Union of Chamber of the capacity reports of the manufacturer members,
- Confirmation that the invoices requested for approval are prepared with market value,
- Examination and finalization of Yed-i Vahit and one manufacturer document requests,
- Registration and certification of work machines,
- Fair value determination of real estate and securities,
- Issuance of documents based on registrations, such as registry documents, operating documents, legal residence certificates, agency documents, signature circulars, which are necessary for various commercial transactions of the companies and which must be taken in some cases,
- Preparation and approval of all forms related to Bağ-Kur for the Company's owners, partners and officers,
- Approval of Mastery, foremen, apprenticeship, etc contracts,
- Being informed about foreign business proposals, foreign fairs and tenders,
- 
- The advantage of staying at the hotels at discounted rates in many places of Turkey, Member identity card
- Rewarding successful companies,
- Arrangement of the Force Majeure Document,
- Taking custom and precedent decisions in matters deemed relevant to our members,
- Organizing seminars, panels, courses for the needs of our members,
- Studies on the promotion of historical and cultural assets of the province,
- Issuance of allocation distribution documents,
- Allocation of our conference room for a small fee to our members,
- Providing non-refundable scholarships to poor and successful students who attend high school and university education,
- Enabling the members to benefit from discounts on the basis of agreements made with companies operating in various fields of activity,
- Provision of documents to official and private organizations that would like to conduct investigations on various issues,

## **11. THE POINTS THAT SHOULD BE CONSIDERED BY THE MEMBERS**

- Traders registered in the trade registry and all real and legal persons having the title of industrialist and marine merchant under Article 5 and their branches and factories must register in the Chamber of the region where they are.
- Those who have the obligation to register in the chamber must inform their Chambers of any changes in their status that must be registered and published in accordance with the Turkish Trade Law within one month from the date of these changes.
- The names of the members whose addresses and status cannot be determined within the previous two years and the names of the members who have not paid the dues within this period are deleted from the profession groups and voter lists by the decision of the chamber board.

## **12. MEMBER RESPONSIBILITIES**

Members are liable for;

- Paying additional and annual fees that must be paid in June and October every year without delay, and, if delayed, paying the unpaid amount together with default interest,
- Paying the determined amounts for the services provided,
- Notifying the Chamber as soon as possible about any changes in any or all of the following information: address, telephone, fax, e-mail addresses,
- Performing record deletion operations by notifying the Chamber within one month from the date of work stoppage, if the member drops out its registration with the tax office,
- Providing accurate information in any declaration made to the Chamber,
- Adhering to professional ethics, discipline and achievement,
- Providing the statistical information to the Chamber as soon as possible about the companies used in the studies carried out on the commercial and industrial life or information about the prices of the products to be used in determining the market value,
- Notifying the Chamber of any changes in their record in the trade registry within one month at the latest.
- Registered cooperatives and companies must notify our trade registry office of their transactions related to share, authority, address, capital and general assembly within fifteen days starting from the date when the decision is taken.

## **13. OUR DEPARTMENTS AND SERVICES**

### **13.1 GENERAL SECRETARIAT**

**The duties of the general secretariat are;**

- To organize and manage the administrative, internal, and editorial tasks of the office
- To organize the documents to be given by the chambers and ensure the collection of the information essential for the issuance of these documents; to prepare the agenda of organ meetings, ensure that the meeting invitations

and the agenda are sent to the members on time, organize the minutes of these meetings, keep and sign the decision summaries, keep schedule and attendance charts related to organ meetings and keep records of decision books, decision summaries and records made with electronic devices for meetings; to participate in Assembly and board meetings without the right to vote.

- To follow and conclude decisions taken by organs and to ensure that decisions are fulfilled in a timely manner
- To make suggestions to the board of directors about recruitment, promotion, rewarding, punishment and dismissal of chamber personnel
- To supervise the work of the chamber staff and give the staff the necessary orders and instructions
- To present its ex officio expenses to the board of directors for approval and inform the board about weekly expenditures; to prepare monthly balance and transfer requests, prepare budget, income statement, exact balance and final account and present them to the board of directors.
- To ensure that the fixture records are kept and maintained, preserve the archive material.
- To manage works related to publication
- To prepare and present to the board of directors the draft of the Chamber internal order; to make necessary preparations for the preparation of the annual report on the economic and industrial situation of the region and the activities of the Chamber prepared by the board to be presented to the Assembly; to carry out the procedures for keeping, updating and deleting member records within the framework of legislation and related organ decisions; to use the authorities transferred by the board of directors
- To perform the duties to be given by this regulation and other legislation and the duties to be given by the Assembly, board of directors or president of the board within the framework of legislation
- Implementation, monitoring and control of the BODTO Integrated Management System and Strategic Plan.

The General Secretariat Unit and its services are as follows;

- Approval of price tariffs
- K certificate registration
- Insurance Agency Operations
- Capacity report
- Work machine registration
- Expertise report



**Prof. Dr. Fuat ÖNDER**  
General Secretary



**Nigar BAŞKAYA**  
Deputy General Secretary



**Fatma ÖZKOCA**  
Document and Decision Officer



**Ali EMİR**  
Office Tracking Officer



**ÖzlemTOSUN**  
Secretary

## **13.2 CHAMBER REGISTRY UNIT**

The registration, change and abandonment transactions of our registered members are done by the Chamber Registry Unit. The Chamber registry unit is obliged to give the information and documents requested by our members in line with their activities. The transactions carried by the Chamber Registry Unit are as follows;

### **Stock Companies:**

- Establishment.
- Address change.
- Amendment to the Articles of Association.
- General Assembly
- Change of kind
- Insurance Agency
- Board Member Change.
- New Manager Appointment.
- Introduction to liquidation.
- Liquidation Result,
- Change of headquarter
- Branch Opening

### **Limited company**

- Establishment.
- Manager Appointment
- Amendment to the Articles of Association.
- Capital Increase,
- Address change.
- Share transfer,
- Change of kind
- Introduction to liquidation.
- Return from liquidation,
- Post- liquidation,
- Change of headquarter
- Branch Opening

### **Cooperatives**

- Establishment.
- General Assembly
- Amendment to the Articles of Association.
- Introduction to liquidation.
- Post- liquidation,
- Change of headquarter

### **Proprietorships**

- Registry
- Change of headquarter
- Registration of Insurance Agency,
- Insurance Agency Termination

- Registration Deletion,
- Maritime Participating Person Documents,
- Branch Opening

### **Branches**

- Stock Companies Branch Opening
- Stock Companies Branch Closure
- Limited Company Branch Opening
- Limited Company Branch closure
- Proprietorships Branch Opening
- Proprietorships Branch closure

The documents issued by the Chamber Registry Unit are as follows;

- Operating certificate
- Copy of Chamber Registration
- ATR movement certificate
- Partnership Confirmation Certificate
- "No Records" letter
- Tender Status Certificate
- Membership Signboard
- Member ID card
- Bağ-kur Form



Zafer TOSUN



Hasan AŞIK

**Manager of the Chamber Registry Unit      Chamber Trade Registry Officer**

### **13.3 TRADE REGISTRY OFFICE**

Trade Registry Office was established to protect the rights and interests of commercial business owners, merchants and third parties. The purpose of our office is to determine the legal status of the merchants and to present it to the business world by gathering the information about the merchants.

You may request from our office the documents about the registration, change and abandonment of the commercial enterprise as well as ask detailed information about the subject.

You may request the documents of the works and transactions done with or without approval.

Commercial enterprises may obtain Trade Registry Gazette about them from our unit as well as the information and documents showing the latest status of the companies within the scope of relevant publicity rules. The transactions carried out by the Trade Registry Office are as follows;

#### **Stock Companies:**

- Establishment.
- Address change.
- Amendment to the Articles of Association.
- General Assembly
- Change of kind
- Insurance Agency
- Board Member Change.
- New Manager Appointment.
- Introduction to liquidation.
- Liquidation Result,
- Change of headquarter
- Branch Opening

#### **Limited company**

- Establishment.
- Manager Appointment
- Amendment to the Articles of Association.
- Capital Increase,
- Address change.
- Share transfer,
- Change of kind
- Introduction to liquidation.
- Return from liquidation,
- Post- liquidation,
- Change of headquarter
- Branch Opening

#### **Cooperatives**

- Establishment.
- General Assembly
- Amendment to the Articles of Association.
- Introduction to liquidation.
- Post- liquidation,
- Change of headquarter

#### **Proprietorships**

- Registry
- Change of headquarter

- Registration of Insurance Agency,
- Insurance Agency Termination
- Registration Deletion,
- Maritime Participating Person Documents,
- Branch Opening

### Branches

- Stock Companies Branch Opening
- Stock Companies Branch Closure
- Limited Company Branch Opening
- Limited Company Branch closure
- Proprietorships Branch Opening
- Proprietorships Branch closure

### The documents issued by the registry office are as follows;

- Certificate of Trade Registry
- Y Certificate of Authority (to be given to title deed )
- Headquarter transfer letters under Article 111.
- Letters on Branches under Article 120.
- Registry Gazette and its approval
- Bankruptcy and Concordat Document
- Bağ-Kur Form approval



Yasemin Topal KIZILYURT  
Director of Trade  
Registry Office



Zehra GÜMÜS  
Deputy Director of  
Trade Registry Office



Mesut DUMANLI  
Deputy Director of  
Trade Registry Office



Ülkü BASPINAR  
Deputy Director of  
Trade Registry



Tolga ATAŞ  
Trade Registry  
Officer



Osman Can ERTÜRK  
Trade Registry  
Officer

### 13.4 PUBLIC RELATIONS AND COMMUNICATIONS UNIT

It establishes a method for communicating the activities of the Chamber and the opinions of the Chamber on the economic and social issues within the framework of the communication strategy to our members, the business environment and the public.

The Services provided by the Public Relations and Communication Unit are as follows;

- Organizing the domestic and international fairs of the Chamber, and participation to the fairs
- Following the news about our Chamber on local and national newspapers
- Establishing contact with press institutions and their representatives
- Preparing press bulletins and news content
- Following the virtual fair application
- Web site development work

- Following the works to publish "Bodrum Mavi" Magazine
- Information processing and information security
- Arrangement of reservations and appointments of the members of Assembly and Board of Directors
- Secretariat services of the Presidency and General Secretariat



**Nigar BAŞKAYA**  
Deputy General Secretary  
Acting Manager of Public Relations  
and Communications Unit



**İsmi BARUT**  
Public Relations and  
Communication Unit  
Officer



**Üstün TAVŞAN**  
Graphic Designer



**Batuhan ERBERK**  
Public Relations and  
Communication Unit  
Officer



**Buse TOP**  
Public Relations and  
Communication Unit  
Officer

### 13.5 FOREIGN TRADE RESEARCH TRAINING AND PROJECT UNIT

The services provided by the Foreign Trade Research Training and Project Unit, where members' information requests are met, regional research and development activities are carried out, can be listed as follows;

- Preparing training plans for members
- Making necessary announcements for trainings and realizing the organizations of trainings
- Preparing personnel training plans and ensuring the implementation of training
- Organizing meetings, seminars, conferences, training meetings
- Informing members about foreign trade and preparing informative publications
- Performing research on all economic, socio-cultural areas of Bodrum
- Preparing reports on many different topics, especially on Bodrum and the region's economy.
- Keeping statistics of the economic and social areas of Bodrum
- Preparing and publishing information guides by following the announcements related to the members
- Writing projects in order to receive support of financial institutions and grants for Bodrum
- Execution of projects receiving grant support
- Informing the members within the scope of project support within the scope of business ideas
- Conducting quality studies within BODTO Institutional structure
- Meeting and following information, consultancy and business development requests from members
- Meeting job seekers and those needing employees within the scope of Private Employment Agency activities, and following work placement activities

- Following issues related to quality and accreditation



Prof. Dr. Fuat ÖNDER  
Acting Manager of Foreign Trade  
Research Training and Project Unit



Saadet KABLI  
Foreign Trade Research  
Training and Project Unit Officer



Ece OLCAY  
Foreign Trade Research  
Training and Project Unit Officer

### **13.6 FINANCIAL AND ADMINISTRATIVE AFFAIRS UNIT**

The Unit prepares revenue and expenditure budgets of Our Chamber, prepares final account, records all transactions, carries our works to recognize all activities in accordance with its true nature in a healthy and reliable manner, prepares and reports the financial statements in accordance with accounting principles. It collects the registration fees, dues and other payments made.

You can learn through phone the payments you have made or will made related to your company or you can request detailed information.

You can pay the additional payments accrued to your company or membership dues in full or by installments using the appropriate cards from our room bank post machines.

You can get information and documents of all kinds of payments you made in past years.

You can pay registration fee, dues and other financial liabilities accrued to your company at the cashier's desk of our Chamber as well as transfer to the bank accounts you will receive from the Unit.

- Accrual and collection of membership fees
- Accrual of additional dues
- Preparation of Monthly trial balance of the Chamber
- Staff salary follow-up
- Preparation and follow-up of the annual budget
- The Unit is responsible for accreditation



**Nermin GÖNEN**  
Manager of Financial and  
Administrative Affairs Unit



**Ali KIZILYURT**  
Cashier



**İrfan BAYDAK**  
Collection Officer



**Gülke DENİZKIRAN**  
Accounting Officer of the  
Financial and Administrative  
Affairs Unit



**Remzi BABACIK**  
Assistant Officer



**Gülsüm ALTINSU**  
Assistant Officer



**Beyhan DALAMAN**  
Assistant Officer

\*\* You can learn e-mail addresses of all of our staff by writing their and surnames without space and adding @bdto.org.tr extension. For example: [saadetkabli@bodto.org.tr](mailto:saadetkabli@bodto.org.tr)

### 13.7 BODTO COMMON PROCESSES

The following common processes in BODTO were defined as supporting documents in 2014, their instructions were written, work flows and task distribution were made within each process. They started to function in 2015 through the meeting organized at regular intervals. All activities are recorded through the minutes of the meeting.

**1- HUMAN RESOURCES PROCESS:** All duties relating to personnel affairs are carried out within this process such as personal rights, annual leaves used/entitled, procedures of retirement or cease of employment, training needs, overtime payments, compliance with working hours, overtime instruction, internal regulation amendment / adjustment of personnel, preparation of accounting and administrative instructions and similar documents.

**2- PURCHASING AND STORAGE PROCESS:** Duties such as performing research on all procurement tasks, receiving bids, making accruals and payments, performing duties such as supplier's evaluation and similar, and performing duties related to warehouses such as recording systems, cleaning, protection, adding to or dropping from inventory and so on.

**3- QUALITY-ACCREDITATION PROCESS :** Services related to Management's review meetings, joint meeting of the Chambers in Muğla Province and accreditation transactions between the Chambers, documentation related to BODTO integrated management system and its accreditation, revisions, domestic trainings, member

trainings, internal audit and etc., planning the training activities organized for BODTO and external stakeholders in cooperation with the University, realization of organizations and transportation, ensuring the fulfillment of services related to BODTO training center such as technical, cleaning, security etc. by cooperating with the Municipality.

**4- EMERGENCY AND RISK EVALUATION PROCESS:** Implementation of Emergency and Risk Assessment Procedure, determining the staff who are in charge, performing risk assessment with department managers at least once every year, performing the necessary simulation practice, planning health scanning of the staff.

**5-“MAVI “MAGAZINE PROCESS:** Performing all duties related to the preparation, printing and publishing of the magazine, and similar duties related to other booklets and brochures to be printed.

**6- INFORMATION PROCESSING, WEB PAPER PROCESS:** Performing duties related to web pages news, advertisement entry on the web pages, e-bulletin, web development services related to activities of the Chamber, corporate announcements, advertisements, e-mail, sms and photograph taking related to celebrations, greetings feast messages, trade registry announcements to be published on e-bulletin and web page, following the services provided by external companies, following hardware and software faults related to the servers and other devices.

**7- TECHNICAL SERVICES PROCESS:** Performing duties such as Maintenance-repair-paint works of all the areas inside the building and in the garden, technical maintenance and security of the devices, adding to/ dropping from inventory transaction together with the personnel who are in charge of fixtures.

**8- CORPORATE ACTIVITIES PROCESS:** Assembly- Board of Directors meeting (including Management's review meetings, top management's trend, quality accreditation process), personnel and committee meetings, BODTO Training Center meetings and related services, planning and meeting all kind of requests by several boards and related to social activities, reviewing building cleaning and logistics services and controlling similar services, preparing photographs, presentations etc., planning domestic and international fairs and the organizations and fairs that the members of Assembly will participate in, organizing the activities to be carried out at BODTO on special days such as birth, weddings, engagements, feasts etc., cocktails and similar meetings, motivation trips, and taking photos during these organizations.